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PATENT POU920030115US1

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Applications Branch

Christopher R. VINCENT

Serial No.: Not Yet Assigned

Filed: HEREWITH

For: WEB BROWSER CONTROL FOR

CUSTOMER SUPPORT

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents P.O. Box 1450 Alexandria, VA 22313-1450

Sir:

The attached Form PTO-1449 provides a listing of information which may be relevant to the subject application. This IDS is not intended as a representation that better art is not available, nor that other art than that identified exists; nor that the information provided is prior art; nor that a search has been made.

This IDS is submitted under:

XX 37 CFR 1.97(b) - No Fee.

____ 37 CFR 1.97(c) - No Fee, with Certification.

____ 37 CFR 1.97(c) - Fee.

____ 37 CFR 1.97(d) - Fee, Certification & Petition.

The Commissioner is authorized to charge any required fees under 37 CFR 1.17(p) and (i) (1) to Deposit Account No. 09-0463.

Respectfully submitted,

Stephen Bongini

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Form PTO-1449 U.S. Dept. of Commerce Atty. Docket: POU920030115US1 Serial No. Not Yet Assigned Patent & Trademark Office List of Documents Applicant: Christopher R. VINCENT Cited by Applicant Filing Date: HEREWITH (Use several sheets if necessary) **U.S. PATENT DOCUMENTS** Ex'rs **Document** Date Name Class Sub-Filing Date, if Number applicable In'I class AA1 5,914,951 June 22, 1999 Bentley et al. 6,223,165 AA2 April 24, 2001 Lauffer AA3 2001/0054064 December 20, 2001 Kannan 2002/0055975 AA4 May 9, 2002 Petrovykh 2002/0083172 Knowles et al. AA5 June 27, 2002 AA6 2002/0143886 October 3, 2002 Camens 2002/0142269 AA7 October 3, 2002 Harriman AA8 2002/0145628 October 10, 2002 Burgin et al. AA9 2002/0152260 October 17, 2002 Chen et al. AB₁ 2002/0149618 October 17, 2002 Estrada et al. AB2 2002/0161626 October 31, 2002 Plante et al. AB3 2002/0165907 November 7, 2002 Dornquast et al. AB4 2002/0165784 November 7, 2002 Taggart et al. AB5 2002/0164006 November 7, 2002 Weiss FOREIGN PATENT DOCUMENTS **Document** Date Country Class Sub-Transl'n Yes/No Number class OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.) AB6 Systronix: "Rev2 With IrDA!", http://www.systronix.com/ AB7 LOTUS: "Sametime 2.0 Multimedia Services", January 2001 http://www.lotus.com AB8 Sash Technology by IBM: "The Sash Control Extension", http://sash.alphaworks.ibm.com/library/features/html AB9 Regan, D., "Developing Embedded System Control Programs," IBM Technical Disclosure Bulletin, vol. 39, no. 10, pp. 151-152, October 1996

Examiner: Date Considered:

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.